

3G Sunset – Technical Solution Announcement e-Golf

SUBJECT LINE

Reminder: Your Car-Net Services are ending

PRE-HEADER

Here's what you need to know

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Hi **[First Name]**,

Beginning February 22, 2022 AT&T, the wireless network provider for VW Car-Net[®], will discontinue their 3G wireless network. This means that the VW Car-Net telematics system on your **[Model Year, Model]** will no longer function and your vehicle will no longer transmit or receive data telematics data through the Car-Net system. If you have an active Car-Net subscription, it will not extend past January 31, 2022.

For the most up-to-date information on the 3G sunset, please visit our [website](#).

<https://carnet.vw.com/#/modelyr2014-2019>

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3G Sunset – Technical Solution Announcement (In-Warranty) MY14-16

SUBJECT LINE

Reminder: Your Car-Net Services are ending

PRE-HEADER

Option to Keep Connected Vehicle Services

[View in browser](#)



Hi **[First Name]**,

Beginning February 22, 2022 AT&T, the wireless network provider for VW Car-Net[®], will discontinue their 3G wireless network. This means that the VW Car-Net telematics system on your **[Model Year, Model]** will no longer function and your vehicle will no longer transmit or receive telematics data through the Car-Net system. If you have an active Car-Net subscription, it will not extend past January 31, 2022.

Option to Keep Connected Vehicle Services

Volkswagen has identified Motion by Mojo as an optional solution with an easy-to-install 4G LTE device and an 18-month service subscription – a **\$295 value, free of charge***. With this aftermarket plug-in device, you can enjoy several similar Car-Net features including:

- Driving Statistics, including Vehicle Timeline, Trip History and Roadscore
- Last Parked Location
- Nearby Fuel Locations with Real-Time Pricing
- Vehicle Health Reports and Maintenance Reminders
- Geofence, Disturbance, Speed and Diagnostic Alerts
- Automatic Crash Notification – alerts your designated emergency contacts

Additional subscriptions and service fees may apply.

Please note: Motion by Mojo collects data from the vehicle's OBD port, not the vehicle's cellular internet connection. Therefore, the services offered by Motion by Mojo **are not provided by Volkswagen** and differ from VW Car-Net connected services.

Offer Code:

[XXXXXXXXXX]

Offer Expires: January 20, 2023

Offer good for one-time use.

*** This offer is available starting February 1, 2021.** To claim this offer, please visit Mojo at www.motionbymojo.com by January 20, 2023.

For the most up-to-date information on the 3G sunset, please visit our [website](#).

<http://carnet.vw.com/3GSunset>

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3G Sunset – Technical Solution Announcement (Outside Warranty) MY14-16

SUBJECT LINE

Reminder: Your Car-Net Services are ending

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Option to Keep Connected Vehicle Services

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Hi **[First Name]**,

Beginning February 22, 2022 AT&T, the wireless network provider for VW Car-Net[®], will discontinue their 3G wireless network. This means that the VW Car-Net telematics system on your **[Model Year, Model]** will no longer function and your vehicle will no longer transmit or receive telematics data through the Car-Net system. If you have an active Car-Net subscription, it will not extend past January 31, 2022.

Option to Keep Connected Vehicle Services

Volkswagen has identified Motion by Mojio as an optional solution at a special price to our customers of **\$295** and includes an easy-to-install 4G LTE device and an 18-month service subscription* – available starting February 1, 2022. With this aftermarket plug-in device, you can enjoy several similar Car-Net features including:

- Driving Statistics, including Vehicle Timeline, Trip History and Roadscore
- Last Parked Location
- Nearby Fuel Locations with Real-Time Pricing
- Vehicle Health Reports and Maintenance Reminders
- Geofence, Disturbance, Speed and Diagnostic Alerts
- Automatic Crash Notification – alerts your designated emergency contacts

Additional subscriptions and service fees may apply.

Please note: Motion by Mojio collects data from the vehicle's OBD port, not the vehicle's cellular internet connection. Therefore, the services offered by Motion by Mojio **are not provided by Volkswagen** and differ from VW Car-Net connected services.

*** This offer is available starting February 1, 2021.** For more information or to purchase Motion by Mojio please visit www.motionbymojo.com

For the most up-to-date information on the 3G sunset, please visit our [website](#).

<http://carnet.vw.com/3GSunset>

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3G Sunset – Technical Solution Announcement (In-Warranty) MY17-19

SUBJECT LINE

Reminder: Your Car-Net Services are ending

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Option to Keep Connected Vehicle Services

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Hi **[First Name]**,

Beginning February 22, 2022 AT&T, the wireless network provider for VW Car-Net[®], will discontinue their 3G wireless network. This means that the VW Car-Net telematics system on your **[Model Year, Model]** will no longer function and your vehicle will no longer transmit or receive telematics data through the Car-Net system. If you have an active Car-Net subscription, it will not extend past January 31, 2022.

Option to Keep Connected Vehicle Services

Volkswagen has identified a technical solution that will restore your vehicle's connectivity by upgrading the hardware in your vehicle. *Due to the industry-wide supply chain issues, the replacement part required for this technology upgrade is anticipated to be available at your local Volkswagen dealership in fall 2022. We will notify you when parts become available and provide you a one-time redemption offer code for a free repair.* At that time, you can contact your dealer with your offer code to schedule a service to install the replacement part, at no charge to you.

Once this free service is complete, your vehicle will have the ability to receive connected services, however an active VW Car-Net subscription will be required to enjoy any of the connected vehicle features. Without an active paid subscription, Car-Net features will remain deactivated.

For the most up-to-date information on the 3G sunset, please visit our [website](#).

<http://carnet.vw.com/3GSunset>

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3G Sunset – Technical Solution Announcement (Outside Warranty) MY17-19

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Option to Keep Connected Vehicle Services

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Hi **[First Name]**,

Beginning February 22, 2022 AT&T, the wireless network provider for VW Car-Net[®], will discontinue their 3G wireless network. This means that the VW Car-Net telematics system on your **[Model Year, Model]** will no longer function and your vehicle will no longer transmit or receive telematics data through the Car-Net system. If you have an active Car-Net subscription, it will not extend past January 31, 2022.

Option to Keep Connected Vehicle Services

Volkswagen has identified a technical solution for purchase that will restore your vehicle's connectivity by upgrading the hardware in your vehicle. *Due to the industry-wide supply chain issues, the replacement part required for this technology upgrade is anticipated to be available at your local Volkswagen dealership in fall 2022. We will update our [website](#) when parts become available – so check back periodically.* Once the part becomes available, please confirm parts and labor costs with your local Volkswagen dealer before scheduling your repair.

Once this service is complete, your vehicle will have the ability to receive connected services, however an active VW Car-Net subscription will be required to enjoy any of the connected vehicle features. Without an active paid subscription, Car-Net features will remain deactivated.

For the most up-to-date information on the 3G sunset, please visit our [website](#).

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